

CASE STUDY

Rail Gourmet

Crew optimization - shifts, rosters and crew bases

Challenge

- Reduce operational costs of Rail Gourmet train crew
- Increase flexibility and analysis capability in planning, reduce manual planning work
- Provide simulation capability, to model future growth scenarios as well as consequences of changes to union agreements
- Optimize crew base distribution and investigate possibilities of opening new crew bases.

Approach

- Feasibility study and simulations giving estimates of improvements potential
- Two-step implementation: RMS - R Crew Rostering followed by RMS - R Crew Shifts (Pairing).

Results

- Ca. 7% reduction in crew required to staff network, projected annual savings of EUR 700,000
- Reduced dependency on small number of planning staff, increasing operational stability
- Simulation work resulted in recommendations for crew to be redistributed across bases.

Rail Gourmet's Spanish operations deliver on-board catering services to Spanish rail operator RENFE. Rail Gourmet's staff run restaurant cars on over 500 train services per week.

Rail Gourmet identified the need for a more efficient and flexible crew planning process, including decision support software that would allow significant cost savings to be realized in its operations.

In addition, the crew planning solution would enable Rail Gourmet to perform scenario analyses for a number of cases, including the adding of additional services and evaluating bottom-line outcomes of making changes to union labour agreements, should these be required.

In March 2005, Rail Gourmet asked Jeppesen to implement the Resource Management Solution - Rail Crew Rostering

and Crew Pairing software to:

- Model all crew staffing rules and union agreements in the solution, to allow generation of rosters that follow all legality constraints and guarantee a fair distribution of work amongst Rail Gourmet rail crew.
- Investigate the optimal distribution of crew across bases and propose actions to achieve this.

Rail Gourmet planners were trained in using the software for production planning and simulation of different operational scenarios. Jeppesen was also asked to perform a post-implementation study to confirm that business benefit, according to original specifications, was delivered.

The RMS - R solution was production tested during the autumn of 2005, with final handover and proof of business case presented and accepted in January 2006.

About Rail Gourmet

Rail Gourmet is a European rail catering and passenger care company that operates services for major railways in Spain, Belgium, United Kingdom, Finland, Norway, Sweden, Turkey, and China. Their staffs cater for over 34 million passengers per day. Rail Gourmet provide all services related to rail catering, including turnkey rolling bistros.

About Our Company

Jeppesen is a wholly-owned subsidiary of The Boeing Company, comprising over three thousand staff, including transportation business specialists, researchers, and software engineers. Our business has for more than 70 years grown from the supply of navigational tools for the aviation industry, to now include world-leading expertise in improving transport operators' bottom-line performance, efficient use of their capital assets, and quality-of-life for their staff.

The Rail, Logistics and Terminals business unit of Jeppesen supplies optimization, simulation, modelling, and decision support software and services to a wide range of leading transportation companies, giving them the competitive edge required to succeed both locally and globally.

"Carmen's delivery of their crew pairing and rostering solutions to Rail Gourmet are a decisive factor in ensuring the long-term profitability of our operation."

Anders Liestam
Chief Executive Officer, Rail Gourmet

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